Business eFile & Pay: 1-800-514-8296

<p style="text-align:center"><i>Iowa eFile & Pay Telephone Script
Amended Sales Tax Quarterly Return and Payment</i></p>

Welcome to the Iowa eFile & Pay System

STEP 1
If you are calling from a touch-tone phone, press 1 now. If you are calling from a rotary phone, please visit our Web site at www.state.ia.us/tax or contact Taxpayer Services at 515-281-8453 or 1-866-503-3453, Monday through Friday, 8-4:15 pm Central Time

(The following script will occur after the user presses 1.)

STEP 2 (Enter Iowa Business eFile Number to use eFile & Pay)
Please enter your 8-digit Iowa Business eFile Number.
You have entered XXXXXXXX.
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 3 (Enter 4-Digit User ID)
Please enter your 4-digit User ID.
You have entered XXXX
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 4 (Enter 8-Digit Password)
Please enter your 8-digit Password.
You have entered XXXXXXXX
If this is correct, press 1.
If this is incorrect, press 2.

(The following script will occur after the user presses 1.)

STEP 5 (Processing Options) You must file a return before making a payment.
To file your return, press 1.
To make a payment, press 2.
To cancel a payment, press 3.
To change your Password, press 4.
To demo this system, press 5.
To hear this list again, press 9.

Step 6 (Which Tax Type?)
(Press the number corresponding to sales tax.)

STEP 7 (Permit Number)
Enter a permit number for the tax type you selected, followed by the pound sign (#).
You have entered ---------.
If this is correct, press 1.
If this is incorrect, press 2.

(The following script occurs after the user presses 1.)

STEP 8 (Choose Return)
(Press the number corresponding to a quarterly sales tax return.)

You indicated you want to file a quarterly sales tax return.
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

You will receive a confirmation number once you have successfully filed. If you hang up before receiving a confirmation number, your return will not be submitted.

To submit a return for ------------ press 1.
To select a different filing period, press 2.

STEP 9 (Tax Period Selection)

You have selected to submit a return for the period ending --------.
If this is correct, press 1.
To select a different filing period, press 2.

(The following script occurs after the user presses 1.)

Our records indicate that a tax return has already been filed for the period ending ------.
If you would like to amend this return, press 1.
To select a different filing period, press 2.
To end this call, press 3.
To return to the main menu so you can make a payment, press 4.

STEP 10 (Sales Tax Information)

Gross Sales
When amending your return, enter corrected total, not just the amount you are changing. Please enter your gross sales in Iowa for the period ending -------- in whole dollars, followed by the pound sign (#).
For example if the amount is $225, you will enter 225#.

You entered --------.
If this is correct, press 1.
If this is not correct, press 2.

Goods Consumed
Please enter your goods consumed in Iowa for the period ending --------- in whole dollars, followed by the pound sign (#).
For example, if the amount is $225, you will enter 225#.
You entered --------.
If this is correct, press 1
If this is not correct, press 2

(The following script occurs after the user presses 1.)

Your total sales and goods consumed amount for this return is --------.
To continue, press 1.
To replay this amount, press 2.

(The following script occurs after the user presses 1.)

Exemptions
Do you have any exemptions to claim for this return?
If yes, press 1.
If no, press 2.

(The following script occurs after the user presses 2.)

Total Taxable Amount
Your total taxable amount for this return is --------.
To continue, press 1.
To replay this amount, press 2.

(The following script occurs after the user presses 1.)

State Sales Tax Amount
Your 6% state sales tax amount is --------.
To continue, press 1.
To replay this amount, press 2.

(The following script occurs after the user presses 1.)

Local Option Tax
If you had any sales subject to the local option tax or sales by county to report, press 1.
If you had no sales subject to the local option tax or sales by county to report, press 2.

(The following script occurs after the user presses 1.)

Please enter the 2-digit county code for the local option tax or sales by county you are reporting. For example, if the county is Polk, enter 77.

(The following script occurs after the user enters 2-digit code.)

You selected ------ County.
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter your taxable sales subject to the local option tax for ----- County in whole dollars followed by the pound sign (#). For example, if the amount is $225, you will enter 225#.
Enter the star (*) key before the amount to specify a negative dollar value.

You entered --------.
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

Please enter your taxable sales subject to sales by county for ----- County in whole dollars followed by the pound sign (#). For example, if the amount is $225, you will enter 225#.
Enter the star (*) key before the amount to specify a negative dollar value.

You entered --------.
If this is correct, press 1.
If this is not correct, press 2.

(The following script occurs after the user presses 1.)

If you have another county to report local option tax or sales by county, press 1.
If you have no other local option tax, press 2.

(If you press 1, you will be returned to the Local Option Tax section to enter your next County.)
(The following script occurs after the user presses 2.)

Your total regular local option tax is ---------- and your total sales by county is --------.
If this is correct, press 1.
If you wish to re-enter all your local option and sales by county, press 2.

(The following script occurs after the user presses 1.)

Total Amount for this return
Your total tax amount for this return is --------.
To continue, press 1.
To replay this amount, press 2.

(The following script occurs after the user presses 1.)

Deposits/Overpayments (Amount already paid this quarter)
If you have any deposits or overpayment credits to report, press 1.
If you have no deposits or overpayment credits to report, press 2.

(The following script occurs after the user presses 2.)

Balance Due
Your balance due for this return is --------.
To continue, press 1.
To replay this amount, press 2.

(The following script occurs after the user presses 1.)

Penalty
Depending upon the specific circumstances of the filing of the original return, you may or may not owe penalty.
If you owe additional tax, you can either calculate any penalty you think you might owe, or the Department will
calculate that amount and bill you.

To enter any penalty, press 1.
To proceed without entering any penalty, press 2. (You will advance to the Verification step.)

(The following script occurs after the user presses 1.)

Please enter your total penalty amount in dollars and cents followed by the pound sign (#). For example, if the
amount is $25.50, you will enter 2550#.

You entered a penalty of ----------.
If correct, press 1.
To enter a different amount, press 2.

Verification: Be sure to write this down.
Your gross sales in Iowa is --------.
Your goods consumed amount for this return --------.
Your total is --------.
Your exemptions are --------.
Your taxable amount is --------.
Your 6% Iowa state tax is --------.
Your local option tax is --------.
Your sales by county is --------.
Your deposits and overpayments are --------.
Your balance due is --------.
Your penalty is --------.
Your interest is --------.
Your total amount due is --------.

To continue, press 1.
To repeat this information, please press 2.

(The following script occurs after the user presses 1.)

You will now hear payment options.

STEP 11 (Payment Options)
If you would like to pay using the EFT ePay Direct Debit Method Process, press 1.
If you would like to pay using a paper check, press 2.
If you would like to pay using a form of credit, press 3.

(The following script occurs after the user presses 1.)

Confirmation of total amount due
The total amount due is XXXXX.
To pay this amount, press 1.
To pay a different amount, press 2.

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Below are the various scripts depending on which payment option you chose. (The following script occurs after the user presses 1 to pay via ePay direct debit method)

Bank routing number - 9 digits
Please enter your 9-digit bank routing number.
You have entered XXXXXXXXX.
If this is correct, press 1.
If this is not correct, press 2

Bank account number
Enter your bank account number followed by the pound key (#).
You have entered bank account number XXXXXXXXXX.
If this is correct, press 1.
If this is not correct, press 2

Account type
If this is a checking account, press 1.
If this is a savings account, press 2.

You have indicated this payment is from your (checking/savings) account.
If this is correct, press 1.
If this is not correct, press 2

Payment date
Please enter the date you wish to make your payment.
For example, for September 15, 2004, enter 09152004.

Your payment will be made on XXXXXXXX.
To complete this transaction and receive a confirmation number, press 1
If you prefer to discontinue this transaction and discard all previous information, press 2.

If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

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Below is the script if user presses 2 to mail a check.

Please mail your check and payment voucher to the following address: Iowa Department of Revenue, PO Box 10412, Des Moines, Iowa 50306. Make check payable to Treasurer – State of Iowa You will need to include your confirmation number, tax type, permit number, and tax period on your payment voucher.

To repeat this information, press 1.
To continue, press 2.
To select a different payment option, press 3.

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Below is the script if user presses 3 to pay using a form of credit.

As an ACH Credit filer, you must initiate the payment for this transaction through your banking institution.

If your return and payment are not timely filed and paid, you may be billed the appropriate interest and penalties.

If you are paying by credit card, you will need your tax type, permit number and tax period.
Contact Official Payments at 1-800-272-9829.
To repeat this message, press 1.
To continue, press 2.
To select a different payment option, press 3.

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Confirmation Number. Be sure and write this down.
Your return and payment are not filed until you receive a confirmation number.
Your confirmation number for this transaction is XXXXXXXXX and the date and time you are submitting this transaction is XXXXXXX, XX at XXXX (am or pm).
Please keep this information for your records.

To hear this message again, press 1.
To file another return, press 2.
To end this call, press 3.

Thank you for using the Iowa eFile & Pay system. Goodbye.

IOWA COUNTIES AND COUNTY NUMBERS

01-ADAIR	25-DALLAS	50-JASPER	75-PLYMOUTH
02-ADAMS	26-DAVIS	51-JEFFERSON	76-POCAHONTAS
03-ALLAMAKEE	27-DECATUR	52-JOHNSON	77-POLK
04-APPANOOSE	28-DELAWARE	53-JONES	78-POTTAWATTAMIE
05-AUDUBON	29-DES MOINES	54-KEOKUK	79-POWESHIEK
06-BENTON	30-DICKINSON	55-KOSSUTH	80-RINGGOLD
07-BLACK HAWK	31-DUBUQUE	56-LEE	81-SAC
08-BOONE	32-EMMET	57-LINN	82-SCOTT
09-BREMER	33-FAYETTE	58-LOUISA	83-SHELBY
10-BUCHANAN	34-FLOYD	59-LUCAS	84-SIOUX
11-BUENA VISTA	35-FRANKLIN	60-LYON	85-STORY
12-BUTLER	36-FREMONT	61-MADISON	86-TAMA
13-CALHOUN	37-GREENE	62-MAHASKA	87-TAYLOR
14-CARROLL	38-GRUNDY	63-MARION	88-UNION
15-CASS	39-GUTHRIE	64-MARSHALL	89-VAN BUREN
16-CEDAR	40-HAMILTON	65-MILLS	90-WAPELLO
17-CERRO GORDO	41-HANCOCK	66-MITCHELL	91-WARREN
18-CHEROKEE	42-HARDIN	67-MONONA	92-WASHINGTON
19-CHICKASAW	43-HARRISON	68-MONROE	93-WAYNE
20-CLARKE	44-HENRY	69-MONTGOMERY	94-WEBSTER
21-CLAY	45-HOWARD	70-MUSCATINE	95-WINNEBAGO
22-CLAYTON	46-HUMBOLDT	71-O'BRIEN	96-WINNESHIEK
23-CLINTON	47-IDA	72-OSCEOLA	97-WOODBURY
24-CRAWFORD	48-IOWA	73-PAGE	98-WORTH
	49-JACKSON	74-PALO ALTO	99-WRIGHT